SOLICITATION # S-IN650-13-Q-0036 – QUESTION AND ANSWERS – PART II

Sr. No	Section Reference	Question	Response
1	Response to queries ver1	The total count of the servers are given. Please provide the total number of windows server instances present.	13
2	Response to queries ver1	Please provide the total number of end user service requests originating from the desktops/laptops ?	About 2,500 per month but contractor will process only about 20% of these
3	RFP Section 1.1.2	Please provide the total netapp storage present in the environment	Technical configuration of NetApp filers will not be necessary. This is provided as information only.
4	Response to queries ver1	Please provide the total number of incidents in the current environment ? To reach to a sizeable solution, we need the bifurcation of incidents via category , i.e. Windows server, end user related, LAN/WAN,	Based on response #2 above: User account management about 70/month The remainder are general help desks requests, usually application (Office, etc) issues We do not have more info than this.
5	RFP Section 1.1.1	Please provide the total networking equipment in the environment for monitoring	193 workgroup switches, no routers (centrally managed), appx. 500 networked printers which will need remote support.
6	Section 2 page 13;Contract Clauses	Federal Acquisition Regulations are mentioned herein, we would like to understand as the agreement will be performed in India whether this would be applicable. Also, Kindly confirm what shall be the governing law of this agreement.	All the terms and conditions (clauses) as attached with the solicitation are applicable to this solicitation as well as to the contract after award.